MSHMIS SITE REVIEW

AGENCY NAME:

ASSESSMENT DATE:

AGENCY ADMIN:

REQUIREMENT	ASSESSMENT	ACTION NEEDED
Agreements, Certifications & Licenses Does the Agency have all user agreements and certifications on file as well as agency related participation agreements and documentation?	Yes No Does an agency have the following documents on file? - Signed QSOBAA - Signed Participation Agreement - Signed Sharing QSOBAA's (if applicable) - A board certified Confidentiality Policy Is an Agency Administrator Assigned? The Agency Administrator has completed workflow and provider page training (and have documentation of training) All users have signed User Agreements/Code of Ethics documents on file All users have completed Privacy Training (and have documentation of training) Users have refreshed Privacy Training since moving to ServicePoint 5.x (June 2011 or later) All users have completed workflow training (and have documentation of training)	
Privacy: Posted HUD Public Notice Does the agency have a posted privacy notice in places visible to clients such as a lobby or intake rooms?	Yes No Posted HUD Public Notice Location(s):	
Privacy: Privacy Notice Does the Agency have a standard privacy notice?	Yes No Did the agency using the standard MSHMIS Privacy Notice? **OR** Does the agency notice have the following: • Specifies purpose for collection of client information	

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REQUIREMENT	ASSESSMENT	ACTION NEEDED

Privacy:
Privacy Notice
(cont.)
	Yes No
	
	             • Defines uses and disclosures including
	                - amendment policy/procedures
	                - client right to copy/inspect/correct
	                - client complaint procedure
	                - uses of data includes deidentified data
	                  to support research
	    Copy available
	    Privacy Notice is posted on the web
	    at www._____	

Privacy:
Privacy Policy
Does the Agency have a privacy policy?
	Yes No
	
	Did the agency using the template MSHMIS Privacy Policy in building their board certified Privacy Policy?
	
	                  OR
	
	Does the agency policy have the following:
	  1) security of hard copy files
	  2) policy covers client data generated from the HMIS
	  3) Client Information Storage and Disposal
	  4) Remote Access and Usage
	  5) Use of Portable Storage *(Significant Security Risk)*
	
	Copy available for review	

Privacy:
Hard Copy Data
Does the Agency protect hard copy data from unauthorized viewing or access?
	Yes No
	
	During an onsite inspection:
	  • Spot check demonstrates files are locked in a drawer/file cabinet
	  • Offices are locked when not occupied
	  • Spot check for visible client files on-site	

Privacy: **Privacy Script** Does the Agency staff use a privacy script when explaining client rights?	Yes No Agency uses an Agency Privacy Script to standardize the explanation of agency privacy rules	

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Privacy: **Releases of Information** Does the Agency use appropriate releases of information and are they consistent in collecting them with clients?	Yes No Collects ROI's from all intake clients Has the MSHMIS Releases been modified? *(if modified, review to make sure all language conforms with the current MSHMIS release versions.)* Clients are presented with a copy of the agency privacy notice ROI's are appropriate for the agency's level of sharing If data sharing takes place, releases for the sharing of confidential information are collected from applicable clients From a random sample of ROI's, paper releases are consistent with the electronic releases in HMIS	
Privacy: **Special Considerations** Does the Agency have policies in place to assist with specific populations and special needs?	Yes No Agency has a procedure to assist clients who are hearing impaired or do not speak English as a primary language. For example: • Provisions for Braille or audio • Available in multiple languages • Available in large print	
Privacy Culture: Do employees understand and support the culture of privacy in the organization?	Yes No Addresses not discussing client information in the presence of others without a need to know. Checks and eliminates unique client identifiers before releasing data to the public Configuration of workspaces for intake supports privacy of client interaction and data entry User accounts and passwords are not shared between users, or visible for others to see Program staff are educated to **not save reports with client identifying data on portable media** as evidenced through written training procedures or meeting minutes	

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Provider Page Setup, Naming Protocols, Groups and HUD Data Standards Are provider pages appropriately configured for all applicable HUD data standards?	Yes No Provider Page bins are appropriately named per the MSHMIS naming standards Program bins have appropriate funding codes attached to names Inactive bins are properly identified HUD Data Standards: • CoC code is correctly set • Program type codes are correctly set • Geocodes are set correctly • Bed and Unit Inventories are set for applicable residential programs	
Client Intake/Exit Procedures Does the agency have specific policies directing how client intakes and exits are performed?	Yes No Agency has a process to ensure the First and Last Names are spelled properly and the DOB is accurate. Describe process: (is it documented and do all staff understand it?) There is congruity between the following MSHMIS case record responses, based on the applicable homeless definition: (Is Client Homeless, Housing Status and Prior Living Situation are being properly completed) Income and non-cash benefits are being updated at least annually and at exit Agencies have an organized exit process that includes: • Clients and staff are educated on the importance of planning and communicating regarding exits. This is evidenced through staff meeting minutes or other training logs and records • Proper discharge destination mapping procedure exists, and procedure to communicate discharge destination. • There is congruity between discharge destination and Housing Status at exit. • Evidence exists that discharge destination data is properly being entered into the HMIS	

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Workflows Does the agency have consistent systematic workflows for entering client data in the system? Does the workflow match funding requirements	Yes No Assessments set in the Provider Page Configuration are appropriate for the funding stream Users performing data entry have latest copies of the workflow guidance documents If using paper, the intake data collection forms correctly align with the workflow 100% of clients are entered into the system within 45 days of intake Agencies are actively monitoring program participation and exiting clients. Clients are exited within 30 days of last contact unless program guidelines specify otherwise. Spot check of various random clients shows all required program information is being collected. Data sharing is properly configured for sharing information internally between programs, including use of visibility groups *(where appropriate.)* External data sharing aligns with any Sharing QSOBAA's including use of visibility groups Visibility groups are managed appropriately as programs are added to the Sharing QSOBAAs *(For Informational Purposes Only)* The agency performs real-time data entry	
Data Quality Checks Agency Staff regularly run reports to verify data quality and completeness. Staff correct data quality errors in a timely manner.	Yes No Agency Administrator/Staff regularly run data quality reports Report frequency: Staff regularly correct data entry errors and missing program elements Unexited client reports are monitored routinely Agency is monitoring count reports for proper ratio of children to adults in families. (at least 1.25) Staff run outcome reports as applicable for program type	

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Computer Systems: Virus Protection and System Updates Do all computers have virus protection with automatic updates?	Yes No Verified through spot check of several computers Software and version: Date last updated: OS Updates are run regularly Person responsible for updating:	
Computer Systems: Firewall Does the agency use a firewall to protect internal network servers and local user computers?	Yes No **Single Computer Agencies:** Individual Workstation Software and version: **Multiple (Networked) Computer Agencies:** Network Firewall Model and version:	
Computer Systems: Physical Access	Yes No All workstations in secured locations (locked offices) Workstations are logged off when not manned All workstations are password protected	
Trainings and User Meetings Does the Agency have regular trainings for users and regular meetings regarding HMIS Issues?	Yes No Users have completed income and non cash benefits podcast Agency has regular trainings and refresher meetings Agency has regular user meetings documented by meeting minutes (at least quarterly)	

Reviewer Signature: _____   Date: _____

Review Type: _____

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